

ARTESIA

METROTOWN

Homeowner Manual





Your homeowner manual reimagined.

We believe your experience should be beautiful
from start to finish.



OUR STORY AND COMMITMENT TO YOU

With over 30 years of experience in real estate development and 23 communities in Western Canada built to date, the Qualex-Landmark™ portfolio has been defined by its quietly iconic residential communities that are the result of our highly detailed approach to development. The Qualex-Landmark™ team is deeply rooted in the venerable history of its founders. In 2002, Mohammed Esfahani and Reza Navabi, both successful developers, came together to form a truly complementary partnership of respect and symmetry. Together, they have built a remarkable team, a culture of collaboration and a progression of award winning projects. A conscience based approach of doing the right thing informs each step of every Qualex-Landmark™ project. Our focus is on the homeowner: how they use the spaces, how their lives will be improved with each thoughtful detail, and how their questions and concerns can be addressed to their complete satisfaction.



A PLACE TO CALL HOME

Congratulations and thank you for entrusting us to build your new home. Qualex-Landmark™ has taken great pride and care in crafting Artesia in Metrotown.

PURPOSE

Our Homeowner Care Team is here to help ease the transition into your new home and attend to any questions you may have regarding all defect/warranty repairs within recognized warranty tolerances as set out in this manual.

HOME KNOWLEDGE

We think it's important for you to get to know your home so you can take care of it for future years to come. Since we don't expect everyone to be an expert, we're here to help guide you through the essentials you'll need to know.

BUILDING INFORMATION

Enjoying the amenities and common area spaces is one of the perks you get to experience as a homeowner at Artesia in Metrotown. We'll outline some key things to keep in mind when working with strata to ensure longevity of the spaces.

BUILDING INFORMATION

We take great care when it comes to building your home. To give you an additional layer of comfort, we've outlined all the warranty timelines for your home in this manual.

A L O O K A H E A D

EMERGENCY
PREPARENESS &
TROUBLE SHOOTING

CARE & WARRANTY

FLOORING

CABINETRY &
COUNTERTOPS

WINDOW COVERINGS
(BLINDS) & INTERIOR
DOORS

WALLS, DRYWALL &
PAINT

WALL SAFE

PLUMBING

TOILETS & FAUCETS

SINKS &
TUB/SHOWER
ENCLOSURES

CAULKING

HEATING &
VENTILATION

SWITCHES &
PANELS

APPLIANCES

BUILDING EXTERIOR
& COMMON AREA

FILING A SERVICE
REQUEST





At Artesia, everything flows together — health, wellness, and family life. Every residence is the perfect blend of functionality, comfort and modern aesthetics. The interior design ethos brings elemental tones and organic textures together to create serene, contemporary homes that feel grounded in nature.

Qualex-Landmark™

With over 23 communities built to date Qualex-Landmark™, recognized as one of British Columbia's most enlightened development groups, has been creating boutique experiences for homeowners for over 30 years.

DESIGN

RWA

Established in 1989, RWA practices architecture and urban planning with care and imagination, incorporating new and traditional technologies. The firm has developed a reputation for innovative design focused on producing buildings that respect the patterns and character of the community.

BUILD

Axiom Builders

A legacy builder Axiom has collaborated with the most adventurous developers on the most impressive structures, their commitment to quality and craftsmanship speaks for itself in the shape of city skylines across Western Canada.

INTERIOR

BYU Design

Led by Ada Bonini and Cheryl Broadhead, BYU develops interiors organically led by a vision of what the homeowner's experience will be. Their enlightened process has brought them countless clients in Vancouver and beyond who value their refined creativity and attention to detail.

PROPERTY MANAGEMENT

Rancho Property Management

From fiscal management to general day-to-day building operations, your property manager is there to manage Artesia in Metrotown, and implement sound strategies so your building runs smoothly.

A well-maintained building will retain its integrity and value for decades. Under the direction of your elected Strata Council Board, your property manager will be Rancho Management Services.

Rancho Management Services
8th Floor – 1125 Howe Street, Vancouver BC V6Z 2K8
O| 604 684 4508
E| pmgr@ranchogroup.com
24 HOUR ANSWERING SERVICE| 604 684 4508

EMERGENCY WARNING SYSTEMS

Warranty

Two Year covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

Battery replacement is not covered under the warranty.

Important Notice

Please be advised that concealed sprinkler heads and covers have been used in the residential building. These heads and covers CANNOT be painted, moved, touched, pulled on, painted above the plate, or cleaned with any type of solution, as this will prevent the sprinkler head from activating in a manner in which it is designed to operate in the event of a fire.

D&R Fire Protection (2014) Ltd. does not take any responsibility or liability if the sprinkler heads have been painted, cleaned, moved or tampered with in any way as noted above.

Only a qualified sprinkler company and a trade person with a Trade qualification number can touch the sprinkler heads or plates.

SMOKE & CARBON MONOXIDE (CO2) DETECTORS

Smoke detection equipment has been installed in your home to give you and your family early warning in the event of fire. Carbon monoxide is a colourless, odorless, and tasteless gas that is slightly less dense than air and difficult to detect. It can cause health problems before you notice it is present, and exposure can cause carbon monoxide poisoning, which can lead to serious illness and ultimately lead to death.

For improved reliability, the smoke and CO2 detection equipment in your home is typically powered by the electrical system with a battery backup system.

Regular Care

- Clean with a vacuum twice a year to keep free from dust buildup.
- Please note that these devices are connected directly to the electrical system of the home and sometimes do not require batteries. However, they will not operate in a power outage unless the unit has a backup battery.
- Your Property Management Company will coordinate annual testing of the system.
- Replacing - do not touch! (tamper proof)

FIRE ALARM SPEAKER & STROBE (BEDROOM AND CORRIDOR LOCATIONS)

For improved reliability, the smoke equipment in your home is powered by the fire alarm system power supply rather than battery. Strobe lights are installed in accessible floor plans.

Regular Care

- No maintenance is required. Do not clean with a vacuum or open device.
- Please note that these devices are connected directly to the fire alarm system and will be powered by the emergency generator during power outages.
- Your Property Management Company will coordinate annual testing of the system and any required maintenance.

IN THE EVENT.

Fire emergencies

In case of a fire emergency, it's always important to remain calm, remember the following information and procedures and execute them as quickly as possible. The building's emergency system uses a centralized control panel to activate the emergency equipment, alarm bells and lighting.

Prevention is key

The best way to fight fires is to prevent them. Here are a few ways to help reduce the likelihood of a fire.

- Clean your dryer lint trap after each use.
- Only use LED bulb types applicable to the light fixture.
- Do not smoke any combustibles.
- Keep your stove, oven area and surrounding areas clean.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).
- If an appliance has a worn or frayed cord, don't use it and have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a bulb with a higher wattage than recommended. Only use LED bulbs
- for all light fixtures.
- It's never advisable to store gas or oils indoors.
- When using your storage area, do not place items within 2 feet of any sprinkler heads.

14 GENERAL FIRE SAFETY INFORMATION YOU SHOULD KNOW

The best way to fight fires is to prevent them. Here are a few ways to help reduce the likelihood of a fire.

- Refer to the fire plan located outside the elevators.
- Stay low to avoid smoke.
- Activate the alarm at the nearest pull station to warn others.
- Notify other residents on the troubled floor of the fire hazard.
- Do not use the elevator during a fire.
- Feel doors for heat before opening.
- Do not re-enter the building for any reason.
- Use the nearest phone at a safe location to call the Fire Department.
- Provide the Fire Department with all the information they need.
- Stay calm and state your name and phone number, give the address of the fire.
- Follow instructions given by the Fire Department representative.

TROUBLE SHOOTING

The following measures should be taken to help prevent or minimize damage to your home. Before requesting service, please review the information below. As with any maintenance task, do not attempt anything you're not comfortable doing.

Immediate action you can take.

NO HOT WATER

A lack of hot water supply throughout the whole home may be attributed to a building wide problem and should be reported to the Property Manager. If the problem is limited to one fixture, it's likely a small adjustment or cartridge replacement will be required on the fixture.

Recommendation

- If building-wide, call the Property Manager to advise of the issue.
- If it appears to be related to a single fixture, please file a service request if it's within the one-year warranty, or contact a plumber if it's outside the warranty

Prevention

Take care not to force the faucet as it may damage the internal components.

WATER LINE BURST

A burst water line may be caused by a failed joint or frozen pipe.

Recommendation

- Each Strata Lot will have a separate shut off located in each unit. Turn off the supply water right away to prevent further damage.
- Immediately notify the Property Manager for further instruction(s).

Prevention

Use caution when installing fixtures that penetrate the drywall as water pipes may lie within the walls.

NO WATER SUPPLY IN HOME

If there is no water coming from any taps or to any toilets when faucets are turned on there may be an issue with supply to the unit or the building.

Recommendation

- Check to confirm that the main shut-off in your home is open and all individual shut-offs for each fixture are open.
- If there is still no water, contact your Property Manager.

Prevention

Keep areas where shut offs are located such as under the sink accessible.

MINOR LEAKS

Small leaks from a drain line or faucet may be caused by a loose connection or physical damage.

Recommendation

- Do not use fixture.
- If the leak is in a drain pipe, avoid using fixtures located above the leak.
- Put a container under the leak to collect water.
- If the leak persists, shut off water supply to the fixture and contact a plumber and or notify your Property Manager.

Prevention

Do not over-tighten handles or put force on spouts. Inspect faucets regularly, including components below the counter, to ensure proper function.

PLUGGED LINE

A blockage may be caused by inappropriate materials flushed down a sink or toilet.

Recommendation

Try to clear the clog with a plunger, snake, or drain cleaning solution. Secondly, call a plumber as blockages are not covered under warranty.

Prevention

Do not flush foreign materials and do not pour grease down sinks. Flush drain lines often, especially where a garburator is installed.

TROUBLE SHOOTING

	DEFINITION	EXAMPLE	STRATA	OWNER
COMMON PROPERTY	Any part of the land and building that are shared or common spaces; not part of or within a Strata lot	Landscaping, Parkade, Hallways, Lobby, Exterior of Building, Plumbing, Electrical, HVAC Distribution system, & Mail Room	●	
LIMITED COMMON PROPERTY	Common property that has been designate on the strata plan that is for the exclusive use of one or more strata	Balcony, Patio	●	
STRATA LOT	The interior area of each separate home	Interior Walls, Ceilings, Flooring, Windows, Interior doors, cabinets, light fixtures, and all other interior finishing.		●

Broken Windows

Damage to window is likely caused by impact. Settlement rarely causes a window to crack and it can be easily determined through investigation on how the crack occurred.

Recommendation

Contact your Property Manager as a window repair company will have to be called to repair/replace the affected area

Prevention

- Use caution to prevent impacts to glass windows and doors to prevent breaks to glass.
- Do not put any film on the glass.

ELECTRICAL SYSTEMS

SERVICE BREAKER PANEL

From the electrical meter, service cables run to the service or breaker panel, which is located within the suite. This panel contains all the circuit breakers for your home. Take the time to familiarize yourself with the location and basic operation of switching your breakers on and off. The circuit breaker is designed to trip and turn off the power to an overloaded circuit to protect your appliances, home, and the people who live in it.

OUTLETS

A single circuit may serve several outlets. The location of electrical outlets in your home is determined by requirements of the Electrical Code. Some outlets have safety features. You may need to use extra force to insert your plug.

SWITCH PLUGS

Some electrical outlets are controlled by a switch located on the wall. The switch will control either the top or bottom receptacle outlet; the other outlet will be live all of the time. These are typical in the living room and bedrooms and are commonly used for lamps.

The amount of electricity you use is monitored by a small meter mounted in a common area electrical room and it is monitored by the utility company to determine your electrical billing. The meter is the property of the utility company and requires no attention from the homeowner beyond taking usual precautions to avoid damage.

G.F.C.I. CIRCUITS

A ground fault circuit interrupter (G.F.C.I.) is similar to a wall outlet but it is equipped with its own internal circuit breaker and is generally installed where electrical circuits may come into contact with water such as kitchens, bathrooms and laundry rooms. The G.F.C.I. is extremely sensitive and will trip if an inconsistency of the electrical current is detected. Ground faults usually occur in older appliances, electrical equipment without a ground prong, or inexpensive extension cords.

Regular Care

- Test G.F.C.I. outlets monthly to ensure proper operation. To test a GFCI, push the button labeled “test” and it will cause the circuit to shut off.
- Press the “reset” button on the GFCI to turn it back on. Keep in mind that the single GFCI will protect all outlets on that circuit. If this breaker trips, unplug the source of the interruption and reset the breaker either at the panel or at the outlet itself.
- An electrician should be called to check any circuits that repeatedly trip the breaker without explanation.

Warranty One-Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

Warranty Two-Year

Covers defects with installation of the electrical distribution system

ELECTRICAL QUICK GUIDE

Everything you need to know from resetting breakers to short circuits.

BREAKERS AND CIRCUITS

Your home has its own electrical service panel with separate circuits that service different appliance plugs and lights.

Breakers control the circuits. They serve the same function as fuses did in older homes, but they are much safer and easier to work with. The breakers protect against fires that could develop if the wiring becomes overheated due to an overload in the electrical system. Each breaker will operate an appliance, lights, plugs, or a specific outlet.

RESETTING BREAKERS

When resetting a circuit breaker, it's important to wait before turning it back on. The recommended interval between the breaker being turned off and on is 30 seconds. Too short a time frame may result in the breaker not being reset properly. The wait period will allow the breaker to cool down if it was tripped because of an overload. Before resetting, check the circuit breaker for an overload or for an appliance that could be creating a short circuit. To reset the breaker, make sure it's been turned all the way off before turning it to the "on" position again. You must also perform an ARC reset anytime you reset the breaker(s).

FINDING YOUR CIRCUIT PATTERN

If your panel labeling is incomplete, it's possible to determine what each breaker controls. At the panel, turn one breaker to the "off" position. Check to see exactly which light(s), plug(s), or appliance is disconnected. Note this on the panel label beside the corresponding breaker number. Repeat this operation until all the breakers are labeled.

SHORT CIRCUITS

If a breaker disconnects, follow these steps:

1. Unplug the appliance(s) you suspect caused the problem.
2. Reset the breaker.
3. Check other appliance(s) for frayed or broken wiring if the breaker disconnects again.
4. If the breaker trips on the new circuit, then this appliance is most likely the cause of the problem.

If the problem persists, have a qualified electrician inspect the electrical system. Do not use a faulty circuit until a qualified electrician has inspected, identified and corrected the problem.



TROUBLESHOOTING

NO POWER SUPPLY TO HOME

An interruption in electricity or power to the home can be caused by a number of scenarios: an overloaded circuit, faulty breaker, power outage, a problem with the building, or utility provider interrupting service.

Recommendation

- Check the breaker to see if any circuits have been switched to the off position. If off, reset the affected circuit and switch back to the on position.
- For power outage, check the hallway or check with a neighbour to see if the problem is throughout the building. If yes, there may be a power outage to the building or the surrounding area. This may have been caused by a storm, failure in the utility system, a failed transformer or a scheduled power outage by BC Hydro.
- Check with the utility provider by phone to report an issue or go online to view areas impacted. The utility provider can halt service for late or outstanding payments. If service is interrupted for non-payment, it will need to be resolved with that entity (BC Hydro or other utility supplier).

NO ELECTRICAL TO ONE OR MORE OUTLETS

Power will be interrupted to one or more outlets if the circuit has been overloaded. As a safety feature, the entire circuit will switch off until the problem is resolved. This may also be caused by inconsistencies in the circuit caused by low-quality or old appliances with failing electrical current.

Recommendation

- The main breaker and individual breakers are in the “ON” position.
- Applicable wall switch is on.
- GFCI is reset (if the GFCI was tripped, you must reset that area on the breaker panel).
- Item you want to use is plugged in.
- Item you want to use works in other outlets.
- Bulb in the lamp is good.
- Avoid loading too many electrical appliances on one circuit and do not use old appliances with faulty or frayed cords.



CARE & WARRANTY

As a Homeowner, you own the Strata Lot as well as the contents within your home. At the same time, you are also a part-owner in all the land and buildings outside the individual strata lots known as Common Property or Limited Common Property. The Strata Council and the Property Manager should work together to keep the property in top condition through regular maintenance. Doing so will help protect the asset for years to come.

Caring For Your Home

A new home is one of the most significant purchases you can make, and much like a car, it requires regular maintenance. Proper care for your home can save you a great deal of cost and prolong the life, value, and appeal of your home. While much of the maintenance for the common property is completed on your behalf by the Strata Corporation, many maintenance items remain the responsibility of the homeowner.

Your Duty to Mitigate & Maintain

It is your sole responsibility as the homeowner to prevent or minimize damage to your home. If you are a landlord, checking on your tenants regularly is crucial. As with any maintenance item, please do not attempt a repair with which you are not comfortable doing so. It is best to consult or obtain advice from a professional related to the maintenance procedures if you are not familiar.



PEACE OF MIND

For anything life may throw your way, insurance is a sure bet for peace of mind.

A home is arguably one of the biggest purchases you will make, and protecting yourself against life's mishaps is always a wise decision. There are several types of insurance available depending on your circumstances. In this section, we outline a few options for your consideration. We recommend that you contact your Property Manager to clarify any questions about insurance and the coverage provided.

STRATA CORPORATION INSURANCE

Typically, the Strata Corporation's insurance covers common property, common assets, buildings on the Artesia Metrotown Strata Plan, and fixtures built or installed by the owner/developer as part of the original construction.

Please contact your property manager for details on specific warranty coverage.

LANDLORD/TENANT INSURANCE

If you are renting your home, ensure you have purchased landlord's insurance and that your tenant has tenant/renters insurance.

Tenants/ renters (especially short-term) are the leading cause of wear and tear damage and emergencies in buildings. Make sure you are covered.

OWNER'S HOME, LIABILITY, AND CONTENT INSURANCE

Homeowners are responsible for arranging insurance coverage for personal possessions and any upgrades (if applicable) to your unit above and beyond the building standards . These items are not covered under the Strata Corporation.



FLOORING

Flooring is the foundation of any beautiful room.

LAMINATE FLOORING

This material can resist small amounts of water, but if exposed to excessive water, irreparable damage such as swelling will occur.

Regular Care

- Spills must be wiped up as soon as they occur. Excessive water or liquid can cause irreversible damage to hardwood flooring.
- Place mats to protect high-traffic areas and access points to the outdoors.
- Refrain from excessive wet or damp mopping of the floor.
- Never allow liquids to stand on the floor.
- Regularly sweep, dust, or vacuum the floor with a hardwood attachment.
- Planted pots should be isolated from the floor surface.
- Protect floors from pet damage (such as claws).
- Keep the home at a proper temperature and humidity.

Warranty: One Year

The warranty covers manufacturer or installation defects but does not include plank separation or swelling due to temperature changes, building settlement, and/or moisture. Wear and tear or damage is not considered a warrantable defect. A completely squeak-free floor may not be attainable, and minor squeaks are not covered under warranty. The repair of scratches and chips is the Homeowner's responsibility as part of maintenance.

FLOORING - TILE FLOORING

Tile is a manufactured piece of hard-wearing material such as porcelain, ceramic, stone, or glass. The three most common areas in a home where tiling is used are backsplashes, flooring, showers, and bathtub walls.

Porcelain Tiles & Glass Tiles are made from natural clay of a denser nature. Finely ground sand is also added to the manufacturing mix. This mixture is pressed and fired at a much higher temperature to remove almost all of the water content. Glass tiles do not absorb moisture, do not become stained, and suitable for wet room use. Ceramic tiles are made from clay or porcelain and other raw materials, which are shaped and fired to give strength and aesthetic beauty.

Regular Care

- Well placed mats in high traffic areas can prevent dirt build up or damage.
- Wash tile with mild cleaner specifically designed for cleaning porcelain tile; rinse with warm water and allow for drying.
- Never wash the tile with abrasive soap or harsh chemical cleaners.
- Wipe stains immediately to prevent the staining of the tile and grout.
- Take extra care to clean light colored grout lines regularly to prevent staining. Grout cleansers and whiteners are available at most hardware stores.
- Using incorrect cleaning products can damage limestone, and potentially the seal, returning the stone to its porous natural state. Soap and water is the best option.

CAUTION: In wet and freezing conditions, ice or water may appear on the surface of exterior tiles and pavers. To maintain, sweep, or gently shovel only. The use of salt or ice melt may cause damage.

Warranty: One Year

Warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.



CABINETRY

Routine Maintenance

- Most cabinet surfaces can be cleaned using a damp cloth.
- Periodically check hinge screws and tighten if required.
- Wipe up any spilled liquids as soon as possible to avoid damage or staining the finish, as your cabinets are meant to stay dry.
- Grease splattered on the surfaces should be removed immediately, as it becomes more difficult to remove as it solidifies.
- Avoid the use of abrasive cleaners.
- If the kitchen is equipped with a self-cleaning oven, the cabinet doors adjoining the range should be kept open when the range is in self-cleaning mode to allow excess heat to dissipate to prevent the surface from delaminating.

Warranty: One Year

Warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.



COUNTERTOPS

Regular Care

- Do not cut directly on stone.
- Ensure that all spills are mopped up quickly to prevent them from penetrating through the porous material and causing stains.
- Clean surfaces using a damp cloth and a mild soap.
- Avoid using strong chemicals such as acid, alkaline material, acetone and other solutions with unidentified ingredients to clean your solid surface countertop.
- Use a cutting board to protect your counters when you cut or chop.
- Never place hot pots, pans, or dishes directly on the countertops; always use a pad to protect the countertop from excessive heat.
- Be mindful of the mitre joints of your countertop; they are sealed to prevent any penetration of liquid but it is best to avoid any standing water or hot pots, pans, dishes or any small appliance as it can deteriorate the sealant and cause swelling and irreparable damage.
- The best way to prevent stains is by adding a sealer on a semi-annual basis; it fills the pores of the porous material and repels spills, allowing time to wipe it away.

Warranty: One Year

Warranty covers manufacturer or installation defects. Wear and tear, damage, natural veining, and color/pattern variations are not considered a warrantable defect.

WINDOW COVERINGS (SHADES)

Please reference our homeowner care video to view operation of the shades.

Regular Care

- Use care when moving the blinds, especially window coverings over large window as they are very heavy and may require support when operated.
- Use a feather duster to clean blinds.

Warranty: One Year

Warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

INTERIOR DOORS

Regular Care

- If a door lock sticks, you might want to apply a small amount of powdered graphite, available at hardware stores.
- Interior door hardware can be wiped clean with a damp cloth and polished with a dry cloth.
- Doors may require an adjustment from time to time to prevent binding and for doors to open and close freely.

Warranty: One Year

Warranty covers manufacturer or installation defects. Interior/Exterior doors shall be free of dents, scratches or other damage when viewed 2 m (6') from the door under normal lighting and viewing conditions. Wear and tear or damage is not considered a warrantable defect. Unless reported on the predelivery inspection dents, scratches or other damage on exterior doors are not covered under warranty.

WALLS & DRYWALL

Regular Care

- Take care not to damage wall surfaces by limiting contact and preventing impacts on the wall.
- Repairing common drywall cracking, denting, or scratching is simple. Apply some joint compound (available at building supply or hardware stores) with a putty knife and spread it firmly into the gap. Straighten the knife and pass it over the affected area and scrape off any excess joint compound. Let it dry overnight, and apply another coat of compound if needed. Once compound is dry, lightly sand the patch with 120-220 grits and paper. Paint the patch or affected area as necessary.

Warranty: One Year

Warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. For settlement crack warranty coverage, refer to BC Residential Construction Performance Guide. Excessive settlement cracks, which require repair, will be attended to at the end of the first year of possession.

PAINT

Regular Care

- Take steps to prevent wear by limiting impacts to wall surfaces.
- Maintain lower levels of humidity inside the home.
- Do not attempt to wash walls prior to latex paint curing (30 days after application).
- To clean walls, apply a mild liquid detergent onto a soft sponge, but not cloth, as it acts as an abrasive. Gently massage detergent into the soiled area. Once soiled area is clean, rinse out sponge and wipe the area gently.
- Periodic painting is part of homeowner maintenance.

Warranty: One Year

Warranty covers manufacturer or installation defects of the original paint. Wear and tear or damage is not considered a warrantable defect.



PLUMBING

The plumbing in your new home consists of pipes for the supply of potable water throughout the home drain pipes for disposal of waste water.

A main water supply shut off has been provided for your unit to shut off the water supply to your new home. Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance.

Each unit has a separate shut off labeled with hot and cold. Please familiarize yourself with the shut-off locations in case of an emergency.

Warranty: One Year

Warranty covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Clogged drains, toilets and kitchen waste disposal units are not a warrantable defect.

SOURCE HOT WATER

Source hot water is typically produced by the common water boiler system that services the entire building. Hot water is distributed throughout the building via the mechanical systems. The waste pipe network includes drain pipes connected to the main sewer pipe, traps, and vent pipes to permit proper draining. These may be located within cabinets, inside closets or clearly visible on a wall surface.

These areas must remain accessible as they are the means of access to the clean out should a blockage occur.



P-TRAP

A P-trap is a P-shaped waste pipe beneath each sink connected to the plumbing sanitary system. The trap remains filled with water to act as a barrier to prevent airborne bacteria and odors from coming up the sink drain. The trap under a sink also serves to catch lost valuables.

Regular Care

- Shower drain cleaning- Please refer to the video guide. Owner must lift up the tile strip and clean routinely once every two months.
- Grease, fat and petroleum products must not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P-traps and will reduce the flow of water through the waste system in the building.
- If sewer gasses are detected, running water down the waste pipe (such as sinks and shower drains) will re-prime the trap and likely stop the odor.
- As waste material collects along the drain pipe walls, the water might be slow to drain. This can be remedied by using a drain clearing product or using a drain snake to clear the section of pipe.

TOILETS

The toilet fixtures and sink basins are made of vitreous china, which has been glazed and kiln-fired for an extremely strong and attractive finish. Other basins and fixtures such as bathtubs are made of reinforced fiberglass with an acrylic finish, which provides a similar smooth, glossy and long wearing finish.

Regular Care

- Inspect shut-off valves annually for any leaks.
- To prevent plugged toilets, never flush materials such as hair, grease, lint, diapers, sanitary products, cotton swabs, food, or plastic of any kind. Toilet tissue is the only paper product designed to be flushed.
- Avoid abrasive cleaners or pads as they will damage the finish.
- Use a cleaning product specifically designed for this fixture.

Warranty: One Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

FAUCETS

Regular Care

- Clean fixtures with mild detergent and keep fixtures free from debris to keep them moving freely.
- Faucet handles should be turned no further than the point at which they stop the flow of water. Inspect shut-off valves at least annually for leaks at each connection.
- Clean aerators on faucets regularly.
- Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull or scratch.
- Noisy or leaking faucets can occur due to loose or worn washers and may require replacement over time as part of maintenance.
- Green staining or water spots/discoloration of fixtures is usually a water-related issue due to the chemical compositions in the water and is not a builder defect. A solution of baking soda and white table vinegar will generally remove staining of fixtures. Thoroughly rinse with water after cleaning.

Warranty: One Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.



SINKS

Sinks may be damaged by impacts or abrasive items that could scratch the surface.

Regular Care

- Take care not to drop items or damage the stainless steel sink basin.
- Use a mild cleaning agent and keep surfaces clean.
- Avoid steel wool as it will leave small bits of metal lodged in the sink and will cause rust spots to show.
- Use of antibacterial soaps may cause discoloration of the surface if the sink is not rinsed thoroughly after use.

Warranty: One Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Scratches to the stainless steel are not a warrantable defect.

TUB & SHOWER ENCLOSURES

Regular Care

- Silicone is installed to create a water tight seal between dissimilar materials. As the silicone breaks down over time, it must be replaced as part of maintenance to ensure a water tight seal.
- Ensure the shower door or curtain is tightly closed at all shower edges to avoid water damage to finishes in the bathroom and suites below.
- To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

Warranty: One Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

GROUT

Grout is the material used to fill the joints between tiles on floors and walls.

- Grout between the tiles and in the corners should be checked during regular cleaning.
- Any cavities found should be filled in as soon as possible to maintain a water-tight seal.
- Grout should be sealed annually with a sealant product to prevent water ingress behind tiles; such products can be purchased at a hardware store.

Warranty: One Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

CAULKING

Regular Care

- When caulking, only use white or clear caulking.
- Regularly inspect and check areas with silicone and/or caulking, particularly those exposed to water that are susceptible to water damage.
- Replace any cracked or deteriorated silicone and/or caulking as part of homeowner maintenance.
- Applying silicone and/or caulking is simple and the products can be purchased at a hardware store. Please check the manufacturer's directions listed on the tube for specific installation instructions

Warranty: One Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect.

HEATING & COOLING

THERMOSTAT

The thermostat controls the operation of the heating system by monitoring the air temperature inside the home to maintain consistent comfort. If the thermostat is equipped with a programmable function, it should be utilized to ensure the most efficient use of the heating systems.

Regular Care

- Vacuum around the thermostat frequently to avoid dust build up which can comprise the internal components.
- Please ensure that you read all material distributed regarding the thermostat to keep the system functioning as intended.
- Heating and cooling wall unit Fancoils should be maintained by cleaning the filters. We have a mix of ceiling mounted fancoils or fancoils that are recessed in the wall.
- Lack of heat may be caused by a faulty heater or thermostat. Check the thermostat for proper connection readings. File a Service Request if within warranty period or contact a qualified electrician for repair if outside warranty period.
- Keep in mind to update your Nest Firmware and Software.

Warranty: Two Year

Covers manufacturer or installation defects. Wear and tear or damage is not considered a warrantable defect. Please ensure that you read all material distributed related to the heating system to keep the system functioning as intended.





BATHROOM EXHAUST FANS

Bathroom fans installed in the home are intended to be an integral part of the ventilation system. The main fan is controlled by switch and automatic sensor to facilitate fresh air exchange, as per the BC Building Code.

Regular Care

- The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grille.
- Please ensure that you read all material distributed related to the exhaust fan to keep the unit functioning as intended.

Warranty: Two Year

Covers manufacturer or installation defects related to rough in. Wear and tear or damage is not considered a warrantable defect.

VENTILATION

Ventilation is most effective for removing moisture in the home. Exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing.

Regular Care

- If high relative humidity levels occur inside your home during periods of very cold weather, condensation or frost on the inside face of the windows may occur. This is a ventilation issue and is not a fault with the window.
- Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.
- The ERV unit should be cleaned every 6 months.
- The Fancoil Unit Filter (FCU) should be replaced every 6 months. Refer to our Homeowner Care video for how to replace the FCU.

If you are experiencing condensation on your windows, below are a few effective and efficient ways to reduce the condensation in your home:

- It is recommended that the fan is programmed to operate continuously.
- Use exhaust fans while cooking.
- When doing laundry, please be sure to open a window to help exhaust extra humidity.
- Use bathroom exhaust fans while having a bath or shower.
- Open a window after baths and showers.
- Ventilate the home at least once a day by opening a window or door.
- Open the blinds and drapes throughout the day to allow for air circulation on windows.
- Move furniture roughly 12-16 inches from windows and heaters.
- Avoid hanging laundry indoors to dry as this adds to the indoor humidity.



Warranty: Two Year

Covers manufacturer or installation defects related to rough in. Wear and tear or damage is not considered a warrantable defect.



NATURAL GAS DISTRIBUTION SYSTEM

Your home is supplied with natural gas to service the stove. Gas is a reliable fuel source that makes for excellent cooking, grilling, and heating. Please use caution with gas appliances, as a leak or accidentally leaving an appliance on can cause harm. You will find the gas shut-off at the backside of the range, behind the bottom drawer of the stove, or within an adjoining cabinet. The range shut-off location will be pointed out to you during your home orientation; pay special attention to remember this detail.

Regular Care

- The area should be inspected regularly to ensure valves are free from debris or dirt and not leaking.
- Gas lines should be connected in a way that allows an even flow of gas, free from kinks or severe bends in the line.
- If you smell gas when the fixture is not in use, there may be a problem. Turn off the gas at the main location and contact an appliance installer that specializes in gas fittings or a gas pipe fitter.

Warranty: Two Year

Covers manufacturer or installation defects related to the supply of natural gas through the gas line. Wear and tear or damage is not considered a warrantable defect.



APPLIANCES

The appliances included with the purchase of your new home have been checked to ensure that they are operating properly. All the appliances in your new home come with a manual that details the operating and maintenance procedures and must be followed in order to maintain the manufacturer's warranty.

Regular Care

Please refer to the Appliance specific manuals for maintenance instructions.

Warranty: One Year

All appliances are covered under warranty for one (1) year after the occupancy date of the home. **The warranty on all appliances is proudly offered through our partner and supplier: Trail Appliances. Should you need to have warranty work completed on an appliance or have a concern about an appliance, please reach out to Trail Appliances directly to coordinate a visit from a technician.**



WINDOWS

Unless reported on the pre-delivery inspection, windows, glass shall be free of scratches or damage when viewed from a standing position, 2 m (6') from the window under normal, viewing conditions. Some water retained in window tracks or condensation on the window surface is not considered to be a defect.

Please see Heating and Ventilation for more information on condensation.



OUR WARRANTY

What is not covered?

The Warranty Program for your home is very comprehensive. However, there are some items that are excluded from your warranty coverage, such as:

- Normal wear and tear, damage, weathering, and deterioration consistent with normal industry standards.
- Surface defects in materials not noted in writing prior to possession.
- Sound transmission from water pipes, waste lines, elevators, or adjacent suites.
- Defects in materials, design and workmanship provided and supplied by the Homeowner.
- Operation of municipal service, including sanitary and storm sewer.
- Items or fixtures installed by the homeowner.

To learn more about the warranty guidelines in BC or to check if a specific item may be warrantable, please refer to the Residential Construction Performance Guide issued by BC Housing.

OFFERING PEACE OF MIND

APPLIANCES

Your new appliances come with a one-year manufacturer's warranty against defects in materials or workmanship, unless otherwise specified in your product materials. Trail appliances will be able to confirm the warranty period for any of the listed appliances. If your manufacturer's warranty has expired, the service call will be subject to a trip charge & other applicable charges required to repair your appliance. If your appliance is under the manufacturer's warranty, but the service call is determined to be customer education, a trip charge will be applicable.

To avoid this, please read your use & care manual thoroughly prior to requesting service.

For appliance manuals and specifications, please see your Homeowner Portal.

If you require service on your appliance, please contact Trail Appliances:

E | homeownercare@trailappliances.com

P | 604 777 3300 ext. 2

W| trailappliances.com (select "request a service call" from the top menu)

Please refer to the model number of the appliance prior to filing a service request.



BUILDING EXTERIOR & COMMON AREA CARE

This section of the Manual outlines maintenance requirements of the areas that are categorized as Limited Common Property (LCP) or Common Property (CP). Maintenance of the items listed on the following page may be shared between the Strata Corporation and individual Strata Lot owners. Each Strata Corporation makes decisions on how to maintain LCP or common areas on an annual basis, and the Council and Property Manager coordinate the work.



LANDSCAPING

Landscaping is installed at various locations throughout the property; some may be on Common Property and some installations may be on Limited Common Property (LCP).

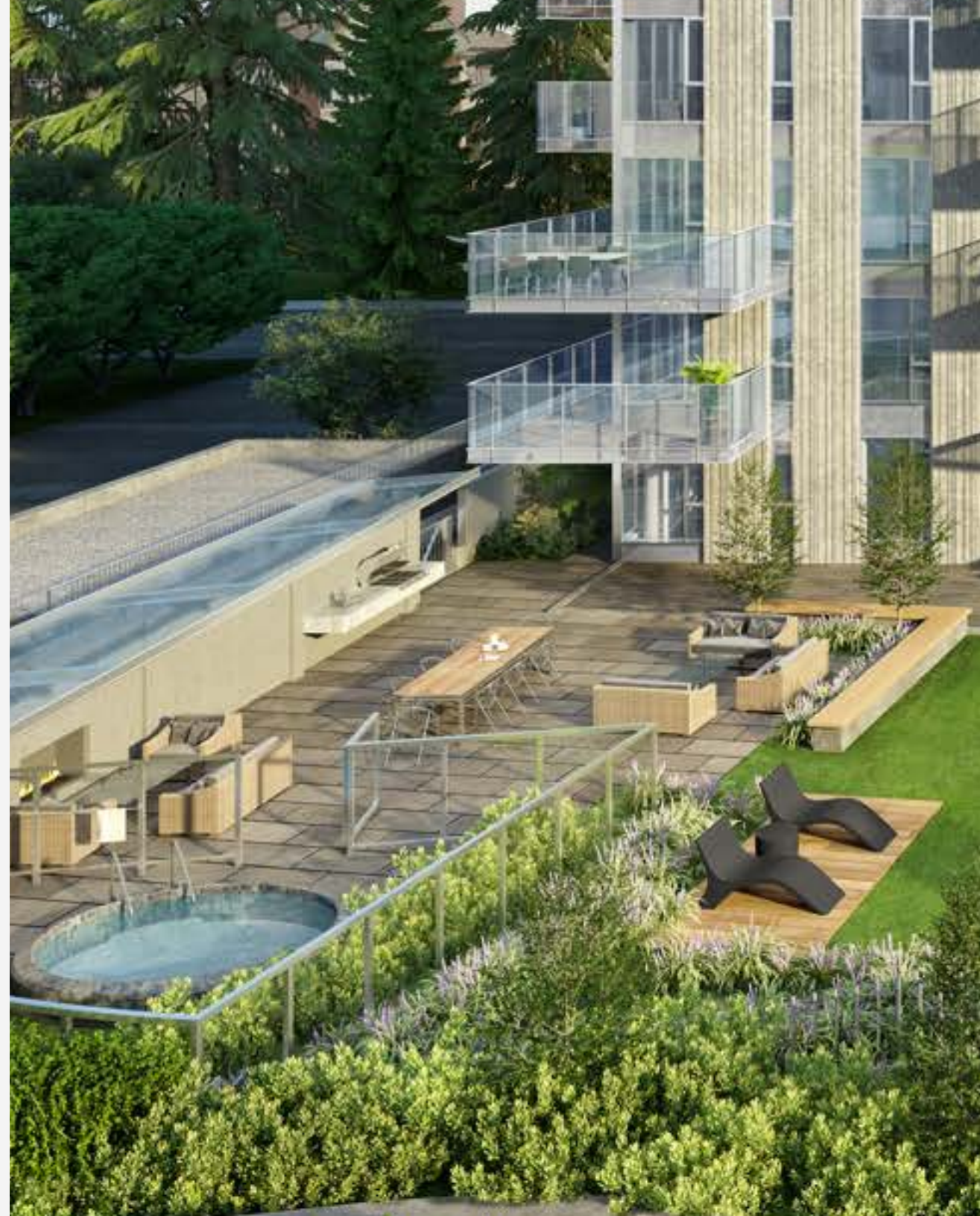
Generally, the landscaping or installations on the Common Property would be maintained by the Strata Corporation through a maintenance contractor, while maintenance of installations on LCP are the responsibility of the owner of the respective Strata Lot. LCP areas may be difficult for maintenance contractors to access and the onus is with each Strata Lot owner to maintain the plantings within their LCP to the Strata's standard.

Soft landscaping installations such as plants, grass, and shrubs are not covered under warranty and should be diligently maintained in order to keep them alive. This includes watering, pulling weeds, and covering exposed roots with soil. This will help preserve the integrity of the property and maintain the landscaping in good condition.

Any questions pertaining to landscaping maintenance responsibility at specific locations can be brought to the attention of your Property Manager. Landscaping is expensive for Strata to replace and should have a preventive maintenance program in place to ensure it has a long life and needless replacement is not required.

Regular Maintenance

- Water plants and grass areas on LCP frequently and as needed.
- Pull weeds surrounding plants and in landscaped areas as part of maintenance.
- Trim plants when seasonally appropriate to prevent overgrowth.
- Cover roots with soil as it washes away over time from erosion or watering.
- Report any concerns to the Property Manager before landscaping dies.



MAILING & PARCELS

Mailboxes are located in the lobby for smaller packages and letters.

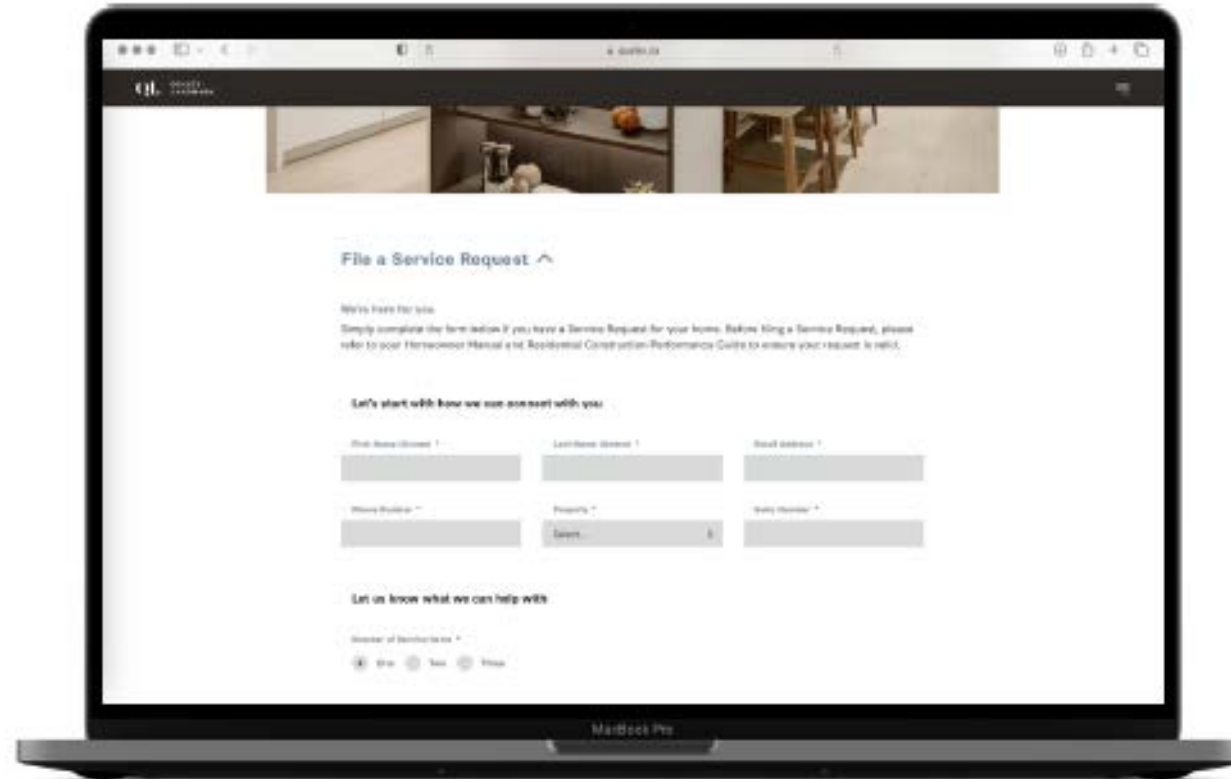
For large items or furniture delivery, speak with your concierge in advance of making delivery arrangements.





FILING A SERVICE REQUEST

Just log into your Artesia Homeowner
Portal to file a Service Request.



Additional Questions? Contact our Homeowner Care Team:
homeownercare@qualex.ca



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For more home details, specifications, maintenance reminders and updates, please visit your [Homeowner Portal](#) regularly.

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